

# TENANT SERVICES



To ALL Island Bay Homes Tenants:

Welcome to the Treasure Island Supportive Housing Program!

Catholic Charities CYO's Island Bay Homes (IBH) staff welcomes you and your family to our program. At this time we would like to extend an invitation to you and your family to come to the Family Services Campus and "checkout" all the great services we have to offer.

We understand you have had a great deal of change in your life, and as you prepare for new experiences on Treasure Island, we want to let you know that the staff's committed to supporting you on your way to greater self-sufficiency.

Our goal is to create a new San Francisco neighborhood on Treasure Island by not only supporting you in your residence on the island, but also by assisting families in accessing any and all services available in every other San Francisco neighborhood.

We are providing the following information to assist you in maintaining your residence on Treasure Island, to help understand and navigate the services on the island, and finally to encourage you in becoming an active member of the newest San Francisco neighborhood.

Once again, Welcome to Treasure Island Supportive Housing Program.

Sincerely,

Island Bay Home Staff

*[Handwritten signatures of Island Bay Home Staff members:]*  
Rick Brown, Nellie Gonzalez, Lashay Thomas, Cheryl Fields, Tom Jones, Diego MR



# Treasure Island Supportive Housing

## Catholic Charities CYO

### Island Bay Homes

Mainline (TISH) 415-743-0017  
Mainline (IBH) 415-834-9103

#### Incoming Fax Events Line

415-981-3039

CCCYO TISH Program Director

Nella Goncalves

415-743-0017 x230

CCCYO TISH Program Manager

Erick Brown

415-743-0017 x234

415-743-0017 x235

CCCYO TISH Administrative Assistant

Douglas Vasquez

415-743-0017 x221

Employment and Vocational Specialist

Diego Rios

415-834-9103 x230

IBH Lead Case Manager

LaShay Thomas

415-834-9103 x231

IBH Case Manager

Thomas Longino

415-834-9103 x229

IBH Case Manager

Cheryl Fields

415-834-9103 x226

CHP

Barbara Leahy

415-391-2404 x233

CHP

Myra Wallace

415-391-2404 x232

#### Property Management

IBH  
S+C

Charles Byrd, Property Manager  
810 Avenue D, Bldg.  
Treasure Island, CA 94130

Office

415-391-2404

Fax

415-391-2845

CHP Work Order Line(Maintainance) 415-593-0308  
Emergency/After Hours Maintainance Request 415-540-0151

5/17/2007

6/28/2007





Treasure Island Supportive Housing  
Catholic Charities CYO

Island Bay Homes

## GRIEVANCE POLICY AND PROCEDURE

### Treasure Island Supportive Housing

The Treasure Island Supportive Housing is a division of Catholic Charities CYO. Catholic Charities CYO is committed to serving all individuals with respect and courtesy in a professional manner. If an individual feels that he/she has been inappropriately served, that individual is entitled to lodge a grievance with the organization.

The grievance process is as follows:

1. The Client/Resident should first address the grievance with the Program Manager of the staff member involved. Please allow the Supervisor 24 hours after receiving the grievance to respond.
2. If the Client/Resident is not satisfied with the Program Manager's response, the grievance should be addressed to the Program Director of Treasure Island Supportive Housing on Treasure Island and Director of Programs of Island Bay Homes (IBH)
3. If the Client/Resident is not satisfied with the response of the Program Director of Treasure Island Supportive Housing Program's on Treasure Island and Director of Programs of IBH Programs, the grievance should be addressed to the Operations Director of Family and Children's Services of the organization.
4. If the Client/Resident is not satisfied with the response of the Operations Director of Family and Children Services, the grievance should be addressed to the Executive Director.
5. If the Client/Resident is not satisfied with the response of the Executive Director, the Executive Director will arrange for the Client/Resident to present his or her grievance to the appropriate Board committee. The Board committee's decision in such a grievance is final.
6. If you believe you have been discriminated against, you may contact the San Francisco Human Rights Commission at 415-252-2500.

If you have any questions about the Treasure Island Supportive Housing program's Grievance Procedure process, please contact the Program Director at 415-743-0017.



## LEVEL OF PARTICIPATION

I understand that as a participant in the CCCYO - Treasure Island Supportive Housing program on Treasure Island, I am responsible for participating as prescribed by CCCYO.

The prescribed participation includes, but is not limited to:

Meeting with assigned Case Manager on a monthly basis; by mutually agreed upon days and times

Participating in Community Events (i.e., holiday parties, group trips and community building events)

Cooperating with, or providing pertinent information relevant to the housing subsidy (i.e., income verification, service delivery, referrals and linkages)

I agree to participate in services enriched CCCYO - Treasure Island Supportive Housing provided by Catholic Charities CYO Treasure Island Supportive Housing (CCCYO-TISH) and its contractor Community Housing Partnership (CHP)

I fully understand these policies and to the best of ability will cooperate with CCCYO-TISH. I am aware that these services are voluntary; however, to fully realize my potential around housing and my associated disability, I will utilize the services of CCCYO-TISH.

# CLIENT COPY



# Policy —

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## PROGRAM REQUIREMENTS

As a tenant of the Treasure Island Supportive Housing Program, you will be required to follow the Program Rules and conduct yourself in an appropriate manner. Below are some examples of program requirements. A review of the Program Rules will follow.

### REQUIREMENTS:

You will be required to meet or check-in with your assigned Case Manager once per month. These meetings may be done in person, in your, our offices or by phone. The purpose of these meetings is to assist in meeting your goals and provide you with service needs and/or in solving potential housing, family, or personal issues.

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You will be required to pay your rent to the Island Bay Homes (IBH) by the 5<sup>th</sup> day of each month by check or money order. **Cash is not accepted.** If you cannot pay your rent, please contact your Case Manager to discuss your needs and provide rental payment assistance where applicable.

You will be required to conduct yourself in an appropriate manner while participating in the Treasure Island Supportive Housing program.

Any illegal activities: Drug manufacturing and sales

Theft, destruction of property

Hate crimes

Disturbing the quiet enjoyment of your neighbors

Causing a potentially hazardous situation will not be tolerated.

Participating in any of these activities may lead to a warning ~~or cause your Subsidy to be terminated~~ and/or be evicted. The Treasure Island Supportive Housing Program can assist you in addressing any of these above mentioned program violations in order to assist you through your journey to self-sufficiency.